

Via Video Troubleshooting Guide

Audio Problems – First, check the audio settings on both the Polycom Via Video and your computer.

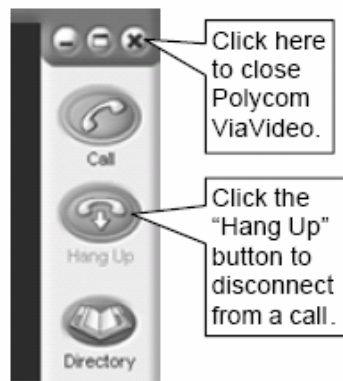
1. Is the Polycom Via Video muted?
2. Is the audio turned up on the Polycom Via Video?



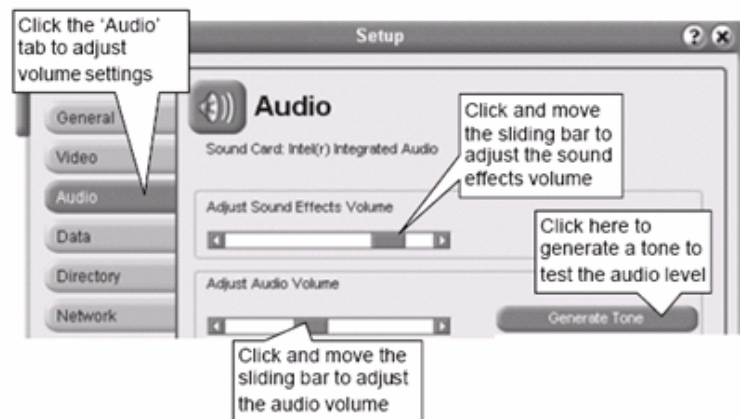
3. Is the audio on the computer itself muted?
 - a. To access the volume control, click on the **Start** button located on the computer desktop.
 - b. Select **Programs** from the **Start** menu.
 - c. Then select **Accessories** from the **Programs** menu.
 - d. Select **Entertainment** from the **Accessories** menu.
 - e. Click on the **Volume Control** icon on the **Entertainment** menu.

If the problems with the audio continue, complete the following steps:

1. If you are in the middle of a call, click the **Hang Up** button located on the middle right of the Polycom window. This will disconnect you from your call.
2. Close Polycom Via Video by clicking on the X, located in the upper right-hand corner of the Polycom window.

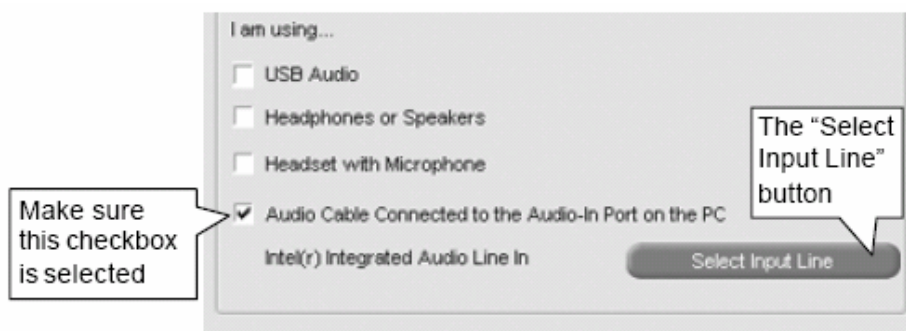


3. Turn off your camera by sliding the on/off switch all the way to the right.
4. Turn your camera back on by sliding the on/off switch all the way to the left.
5. Restart the Polycom Via Video software.
6. Click on the lower case l located in the upper left-hand corner of the Polycom window – This will open the Polycom Via Video **Setup** screen.
7. Click on the **Audio** tab located on the left side of the **Setup** window.
8. Check to make sure both **Adjust Sound Effects Volume** and **Adjust Audio Volume** are turned up. When **Adjust Sound Effects Volume** has been adjusted, it will produce a telephone ring sound so you can hear how loud it is. If you click the **Generate Tone** button located next to the **Adjust Audio Volume** control, a tone will be produced for fifteen seconds to allow you to hear how loud it is.

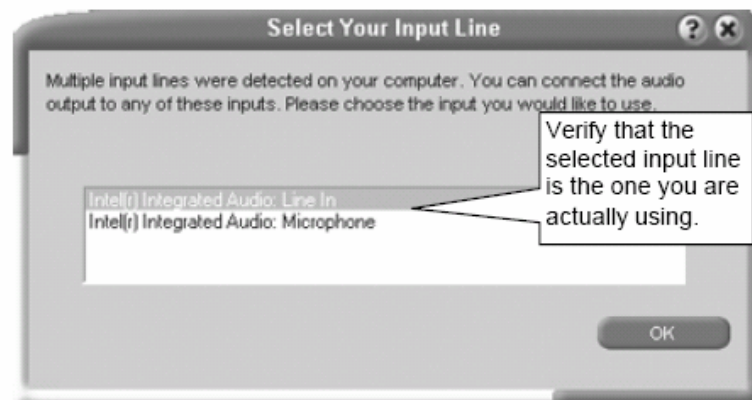


9. If no tone is produced when you click **Generate Tone**:

- a. Make sure the checkbox next to **Audio Cable Connected to the Audio-in Port** on the PC is selected. This is located at the bottom of the **Audio** page.
- b. If the **Audio Cable Connected to the Audio-in Port on the PC** is already checked and the audio is still not working, click on the **Select Input Line** button located at the bottom of the **Audio** page. This will bring up a **Select Your Input Line** window.



- c. On the **Select Your Input Line** window, verify that the selected input line is the one you are actually using. If it is not, select the correct input line and then click **OK**.



- d. Check that the audio cable is firmly plugged into the camera.

10. Try a Point to Point video conference before joining a Multipoint conference. For example: Try connecting to FNAL TEST using 131.225.81.175 at 384 call quality.
11. If the audio continues to malfunction, restart your computer.

Video Problems – If the video is fuzzy, adjust the focus wheel (located on the actual camera). If there is no video, follow the following guidelines:

1. Close the Polycom Via Video Software.
2. Turn off the camera.
3. Turn the camera back on and restart Polycom Via Video.
4. When you complete Step Three, you should see a window that says “PC sending data to camera.” If you do not see the message, the computer can see camera through the USB port and the hardware is recognized by the operating system.
5. Turn the camera off and then turn it back on.
6. Restart the computer.
7. If after completing these steps the video still does not work, uninstall the Polycom Via Video software and reinstall Polycom Via Video version 5.1.1. You will need to go through the Polycom Via Video setup as stated in the installation manual.

Bridge Problem

If you cannot connect correctly or you receive an error message, first follow the following steps:

1. Drop out of the conference.
2. Restart the computer.
3. Rejoin the conference.

Network Problems

Under construction

Multipoint Control Unit (MCU) or Bridge Problems (ESnet Ad-Hoc or VRVS)

Troubleshooting for Ad-hoc:

1. First try a point-to-point (pt2pt) call to FNAL-TEST by IP address:
131.225.81.175 and 384kps speed.
2. If you can connect and the audio and video look fine that means there could be a problem with an ECS component. Before writing to ecs-admin@es.net or videoconf@fnal.gov for assistance try the following tests.
3. Try a call to FNAL-TEST by E.164 # 200186 at 384kps speed. This test will indicate whether your system is using the ESnet ECS gatekeeper.
4. If that test is not successful select the I icon for Set-Up then select the H.323 tab. Look at the dialog box in the Gatekeeper section and verify whether it is registered (or negotiated) with the gatekeeper. You may have to deselect then reselect the Specify check box.
5. Try a call to the ESnet MCU at 897378 (for 89TEST) at 384kps speed
6. If this the test call is not successful write to ecs-admin@es.net , include videoconf@fnal.gov in your correspondence.

Troubleshooting for VRVS - If your video system is configured for use with the ESnet ECService make sure you're following these steps to connect:

<http://computing.fnal.gov/videoconferencing/Instructions/Generic.VRVS%20Instruction.withGK.htm>

If your continued attempts to connect to VRVS are not successful follow steps 1 through 5 above.

6. If this is successful and your attempts to connect to VRVS are not then there could be a problem with the VRVS reflector or a process running on the reflector. Write to support@vrvs.org and include detailed information such as attempted tests, your reflector and error messages.

If your video system is not configured for use with the ESnet ECService

Follow step #1 above go to VRVS, click on the VRVS Documentation icon then Frequently Asked Questions. Read #5 under Basics before writing to support@vrvs.org

Contacts:

- videoconf@fnal.gov
- Sheila Cisko: scisko@fnal.gov
 - 630-840-4516 or 630-840-2754

Select information has been issued from the VSGL website.